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SELECT PUBLICATIONS

Books

Strauss, Rob, and Thom Mayer. *Strauss and Mayer's Emergency Department Management* 2nd Edition. Kirk Jensen - Senior Associate Editor and Co-Author. American College of Emergency Physicians; October 2021.

Jensen, Kirk and Thom Mayer. *The Patient Flow Advantage: How Hardwiring Hospital-Wide Flow Drives Competitive Performance*. Gulf Breeze, FL: Fire Starter Publishing, 2015.

Jensen, Kirk, and Jody Crane. "Optimizing patient flow through the emergency department." *Emergency Department Leadership and Management*. Cambridge, MA: Cambridge University Press, 2014. 247-256.

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Jensen, Kirk. "Emergency Department Crowding: The Nature of the Problem and Why It Matters" and "Improving Patient Satisfaction Through Flow," *Patient Flow: Reducing Delay in Healthcare Delivery, Second Edition*. New York, NY: Springer, 2013. 97-106; 429-446.

Weintraub, Barbara, Kirk Jensen, and Karen Colby. "Improving Hospitalwide Patient Flow at Northwest Community Hospital." *Managing Patient Flow in Hospital: Strategies and Solutions*. 2nd ed. Oakbrook Terrace, Illinois: Joint Commission Resources, 2009. 129-151.

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Jensen, Kirk, Thom Mayer, Shari Welch, and Carol Haraden. *Leadership for Smooth Patient Flow*. Chicago, Illinois: Health Administration Press, 2007.

Articles

Mayer, T., Jensen, K. "Hardwiring hospital-wide flow to drive sustainable competitive Performance" Henry Stewart Publications 2397-1053 (2018) Vol. 2, 4 1-15 Management in Healthcare

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Resar, Roger, Kevin Nolan, Deborah Kaczynski, and Kirk Jensen. "Using Real-Time Demand Capacity Management to Improve Hospital-Wide Patient Flow." *The Joint Commission Journal on Quality and Patient Safety*, 37.5, May 2011.

Jensen, Kirk. "Expert Consult: Interview with Kirk Jensen." *ED Overcrowding Solutions Premier Issue*. Overcrowdingsolutions.com. 2011.

Jensen, Kirk. "Achieving Success in an Increasingly Complicated Environment: Key Strategies for Improving ED Patient Flow." *Urgent Matters E-Newsletter*, 6.2, November/December 2009.

Mayer, Tom and Kirk Jensen. "Editorial: Improving the return on investment in healthcare by applying Lean Management and Six Sigma principles." *Int. J. Six Sigma and Competitive Advantage*, 4.3, 2008.

Jensen, Kirk, and Jody Crane. "Improving patient flow in the emergency department." *Healthcare Financial Management* Nov. 2008: I-IV.

Jensen, Kirk and Shari Welch. "The Concept of Reliability in Emergency Medicine." *Am J Med Qual*. 2007 Jan-Feb;22(1):50-8.

Kirk Jensen, MD, FACEP; "Quality Improvement as a Route to Error Reduction and Patient Safety", *ACEP CQI Newsletter* 2001

Kirk Jensen, MD, FACEP; "The True Cost of a Patient Complaint," *ACEP CQI Newsletter*, Spring 2000

James Espinosa, MD, Linda Kosnick, RN, Kevin Nolan, MS, Mike Clark, RN, Kirk Jensen, MD, FACEP; "Unique Collaboration Targets Delays, Learn from the Impressive Results of 31 ED's," *American Health Consultants ED Management Newsletter*, Vol. 10, No. 10 October 1998

Linda Kosnick, RN; James Espinosa, MD; Mike Clark, RN; Kirk Jensen, MD, FACEP; "Reducing Delays in the Emergency Treatment of Acute Myocardial Infarctions Through Collaborative Pathways"

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